



Position: Housing Opportunities Program for Equity (HOPE) Housing Specialist

Program: HOPE

Supervised By: HOPE Direct Services Supervisor

Salary: \$45,000+

Purpose:

The Housing Opportunities Program for Equity (HOPE) Housing Specialist is a part of the HOPE team, under the direct supervision of the program's Direct Services Supervisor. The Housing Specialist will spearhead our Utilities Stabilization Project and may be expected to provide housing support to our partnering programs Healthy Start and Nurse-Family Partnership, once the utility project concludes. The Utilities Stabilization Project is a housing stability initiative designed to keep families housed through utilities stabilization and support. Through this project, we will help ensure housing stability for hundreds of low-income Delaware County families through our utility stabilization support. Specifically, we will work with families to enroll in PECO's Customer Assistance Program (CAP), which provides a monthly utilities credit for families to make utilities affordable based on household income and energy use. When necessary will cure arrears, outstanding service fees, and/or early termination fees from predatory third-party suppliers. In addition the project will provide curated education on maximizing utility savings/benefits, financial budgeting information, and tenant rights.

Qualifications:

- High school diploma required with more than seven years of experience; bachelor's degree or master's degree preferred.
- Bilingual in Spanish is highly preferred.
- Experience with and knowledge of utility assistance programs (CAP, LIHEAP, etc.) is a plus.
- Experience in Housing and Supportive Housing Services is a plus.
- Experience working with and delivering housing support services to vulnerable populations.
- Experience collaborating with other social service agencies and housing programs is a plus.
- Experience in Maternal and Child Health issues is a plus.
- Experience in crisis intervention and conflict resolution.
- Strong interpersonal communication and organizational skills required.

- CPR certification required or able to acquire upon hiring.
- Child abuse clearances as mandated by PA Act 33 required.
- Will need to use your own reliable transportation to travel across the county and region to business-related activities and events. Mileage reimbursement is available at the approved IRS mileage rate.
- Must be able to work a flexible schedule, on rare occasions this may include some evenings and weekends.

Experience/Skills:

- Demonstrated ability to work independently and as part of a team.
- Experience in housing and supportive services and working with diverse populations, communities, and organizations.
- Advanced computer, typing, and data entry skills with the ability to use Microsoft Office Suite.
- Proven ability to work in a diverse and stressful environment with families that present multiple barriers.
- Excellent written and verbal communication skills are a must.
- Demonstrated ability of formal communication both written and oral, with external stakeholders (landlords, utility companies, etc.).
- Ability to establish good working relations with other professionals both internally and in the community.
- Willingness to engage in public speaking engagements with a diverse set of audiences ranging from program participants to industry professionals.

Responsibilities:

- Recruit community organizations as formal referral partners for the Utilities Stabilization Project.
- Enroll and recruit eligible families in the utility assistance programs and provide pertinent information and education.
- Provide advocacy for families with utility companies and landlords when needed.
- Attend supervision with the HOPE Director and/or Direct Services Supervisor.
- Attend and participate in the TFDC Women's and Children's Services monthly departmental staff meeting.
- Adheres to all The Foundation for Delaware County and departmental policies and procedures.
- Maintains confidentiality of client, employee, and other confidential information covered by regulations and professional ethics.
- Maintains constructive relationships with internal and external stakeholders.
- Participates in outreach and recruitment strategies to identify potential program participants.
- Documents and tracks all relevant information in the data application.
- Responsible for the completion of all screenings and assessments.
- Assist with the completion of grant reports as needed.
- Develop and curate relevant education materials for participants of the program.
- Other duties as assigned.

Physical Requirements:

- Able to sit and drive for lengthy periods of time to visit clients.
- Able to carry and move supplies for visits up to 25lbs.
- Will require fine motor skills for typing and writing notes and data entry.

Cover Letter:

In addition to explaining your interest in the position, please answer the following question: ***In your opinion; Why is access to safe and affordable housing a fundamental human right? Share your perspective on the significance of housing stability for individuals and communities. 2-3 pages max.***

The Foundation for Delaware County has the following mandates:

- Annual Influenza Immunization (**during flu season**)
- All new hires **must have the COVID-19 (updated vaccine) the Bivalent before their start date.**

As an organization with a public health focus, we must continue to protect the safety of our clients, our community, and ourselves by doing all we can to reduce the impact of COVID-19 and the Influenza disease.

The Foundation for Delaware County TFDC is an Equal Opportunity Employer with a culture of high performance and continuous improvement that values learning and a commitment to quality. We use a supportive and collaborative approach in both our internal operations and throughout our work with the community partners in Delaware County.

This position is grant funded and contingent upon grant funding. In the event the grant funding is exhausted, this position may be reduced in hours or eliminated.

Interested applicants should send a resume and cover letter to:

HumanResources@delcofoundation.org